AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A distributed computer system comprising:

1) a process management system arranged in operation to manage resources to carry out processes to provide one or more services;

2) a data analysis system for use in storing and ~~analysing~~analyzing data generated during use of ~~a~~said process management system ~~in managing resources to carry out processes to provide one or more services~~, said data analysis system having:

i) data storage for storing:

a) service definitions each identifying at least one process associated with provision of a service by the process management system;

b) a log of processes allocated, by the process management system in use, to respective resources managed by said process management system to provide a service;

c) a log of states of said resources, arising in use of the process management system to provide the service, with respect to carrying out the allocated processes;

ii) one or more inputs for receiving ~~from the process management system~~:

d) a service request identifying a data analysis service to be provided by the data analysis system to the process management system; and

e) data, provided by said process management system in use, ~~to support~~for storage in said log of processes and said log of states; and

iii) a data ~~analyser~~analyzer for ~~analysing~~analyzing the logged process and state information

the data ~~management~~analysis system being arranged to generate, and output to the process management system, a performance measure with respect to said resources, based on analysis of the logged process and state information.

2. (Currently Amended) A ~~data analysis~~distributed computer system ~~according to~~as in claim 1 wherein the log of states is maintainable during use of an identified process management system in providing more than one instance of a service, such that performance of at least one resource may be ~~analysed~~analyzed with respect to each of said instances.

3. (Currently Amended) A ~~data analysis~~distributed computer system ~~according to~~as in claim 1 wherein the log of states is maintainable during use of an identified process management system in providing instances of at least two different services, such that performance of at least one resource may be ~~analysed~~analyzed with respect to each of said instances.

4. (Currently Amended) A ~~data analysis~~distributed computer system ~~according to~~as in claim 1 wherein the data ~~analyser~~analyzer measures the number of occurrences of a particular state for respective resources and the performance measure is determined according to whether the number of occurrences reaches a predetermined threshold.

5. (Currently Amended) A ~~data analysis~~distributed computer system ~~according to~~as in claim ~~3~~4 wherein the threshold comprises a percentage number of occurrences of said particular state in relation to the number of occurrences of that state plus other states.

6. (Currently Amended) A ~~data analysis~~distributed computer system ~~according to~~as in claim 1 wherein the states available to a respective resource in carrying out an allocated process comprise at least failure and success.

7. (Currently Amended) A ~~data analysis~~distributed computer system ~~according to~~as in claim 1 wherein the data received from the process management system in use includes a start time for provision of the relevant service and at least one of said log of processes and said log of states also logs the time taken by at least one identified resource to carry out a process.

Claim 8 – cancelled.

9. (Currently Amended) A data management system for use in storing and ~~analysing~~analyzing data generated during use of a process management system in managing processes, said data management system having:

i) a request input for receiving a data analysis service request from the process management system;

ii) a data input for receiving data inputs of at least two different types from the process management system;

iii) a service definition store for storing at least one service definition comprising one or more service requirements, including identification of data inputs required for provision of at least one data analysis service in respect of the service definition;

iv) request processing means for accessing a service definition from the service definition store in accordance with a service identifier contained in a received data analysis service request; and

v) a data input store for storing data inputs from the process management system required for provision of the data management service associated with said service identifier

wherein a first of said two different types of data input comprises representations of service agreements in place in respect of components of the process management system and a second of said two different types of data input comprises indicators that said service agreements have been satisfied in running of a process managed by said process management system.

10. (New) A method for data analysis in a distributed computer system comprising a process management system arranged in operation to manage resources to carry out processes to provide one or more services, said method comprising:

i) storing:

a) service definitions, each identifying at least one process associated with provision of a service by the process management system;

b) a log of processes allocated, by the process management system in use, to respective resources managed by said process management system to provide a service;

c) a log of states of said resources, arising in use of the process management system to provide the service, with respect to carrying out the allocated processes;

ii) receiving:

d) a service request identifying a data analysis service to be provided; and

e) data, provided by said process management system in use, for storage in said log of processes and said log of states; and

iii) analyzing the logged process and state information

generating and outputting to the process management system, a performance measure with respect to said resources, based on analysis of the logged process and state information.

11. (New) A method as in claim 10 wherein the log of sates is maintainable during use of an identified process management system in providing more than one instance of a service, such that performance of at least one resource may be analyzed with respect to each of said instances.

12. (New) A method as in claim 10 wherein the log of states is maintainable during use of an identified process management system in providing instances of at least two different services, such that performance of at least one resource may be analyzed with respect to each of said instances.

13. (New) A method as in claim 10 wherein the data analysis measures the number of occurrences of a particular state for respective resources and the performance measure is determined according to whether the number of occurrences reaches a predetermined threshold.

14. (New) A method as in claim 13 wherein the threshold comprises a percentage number of occurrences of said particular state in relation to the number of occurrences of that state plus other states.

15. (New) A method as in claim 10 wherein the states available to a respective resource in carrying out an allocated process comprises at least failure and success.

16. (New) A method as in claim 10 wherein the data received from the process management system in use includes a start time for provision of the relevant service and at least one of said log of processes and said log of states also logs the time taken by at least one identified resource to carry out a process.

17. (New) A data management method for use in storing and analyzing data generated during use of a process management system in managing processes, said data management method comprising:

i) receiving a data analysis service request from the process management system;

ii) receiving data inputs of at least two different types from the process management system;

iii) storing at least one service definition comprising one or more service requirements, including identification of data inputs required for provision of at least one data analysis service in respect of the service definition;

iv) accessing a service definition from the service definition store in accordance with a service identifier contained in a received data analysis service request; and

v) storing data inputs from the process management system required for provision of the data management service associated with said service identifier

wherein a first of said two different types of input data comprises representations of service agreements in place in respect of components of the process management system and a

second of said two different types of input data comprises indicators that said service agreements have been satisfied in running of a process managed by said process management system.